
Job Title: Team Leader/Supervisor

Summary

The team leader establishes, administers, and directs the program of Assertive Community Treatment (ACT), a self-contained clinical team which assumes responsibility for directly providing needed treatment, rehabilitation, and support services to identified clients with severe and persistent mental illnesses; supervises and evaluates the multidisciplinary team in conjunction with appropriate psychiatric support to ensure service excellence and courteous, helpful, and respectful services to program clients; and functions as a practicing clinician on the team.

Principal Duties and Responsibilities

Direct the day-to-day clinical operations of the ACT team including scheduling staff work hours to assure appropriate coverage for day, evening, weekend, and holiday shifts and on-call hours; lead the daily organizational staff meetings and treatment planning meetings; continuously evaluate the status of clients and do appropriate planning and coordination of treatment activities to ensure immediate attention to their changing needs.

Direct and coordinate the client admission process and treatment, rehabilitation, and support services of the program in coordination with the psychiatrist. Schedule the admission interview; develop and coordinate the initial assessment and initial treatment plan; assign the most appropriate staff to the individual treatment team (ITT); and provide clinical supervision of the development of the comprehensive assessment and the treatment plan for each client.

Direct and coordinate, for each client, the client-centered comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, and diagnosis; physical health and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition, money management); and family structure and relationships.

Participate in staff recruitment, interviewing, hiring, work assignments, and orientation and performance supervision according to work rules, regulations, and policies and collective bargaining agreements; develop and implement staff orientation and training; and manage student training.

Set up and maintain appropriate ACT headquarters with suitable furniture, office equipment, and telephone lines, directly or by delegation.

Develop and administer the ACT program budget including line items to purchase necessary furniture, equipment, communications devices (e.g., telephones, cellular phones, beepers), and supplies and to cover travel and transportation (e.g., purchase or lease program cars, or cover mileage and insurance for use of personal staff vehicles or both).

Supervise medical records management assuring maintenance of the medical record in compliance with agency policies, Medicaid, and other third-party payment requirements; train staff on medical record requirements; regularly review client assessments, treatment plans, and progress notes written by the staff; and supervise individual staff for medical records mastery.

Carry out and document quality-assurance activities and reviews of use of program services.

Develop and maintain program policies and procedures and revise as necessary.

Initiate and maintain relationships, in coordination with other staff, with law-enforcement and other human-services agencies, and with informal community resources (e.g., landlords, employers).

Conduct clinical assessments and provide direct clinical treatment, rehabilitation, and support services to clients.

Perform on-call duty for crisis intervention and for staff supervision and consultation.

Education, Experience, and Knowledge Required

The team leader has at least a master's degree in nursing, social work, psychiatric rehabilitation, or psychology, or is a psychiatrist; is licensed or certified according to the laws of the state in which the program is operating; and has strong clinical skills and experience providing treatment to persons with severe and persistent mental illnesses. Supervisory and program management experience is desirable. The person in this position must have a clear understanding of the characteristics and problems of adults with severe and persistent mental illnesses and be knowledgeable about the ACT model.

Job Title: Psychiatrist

Summary

As a member of the multidisciplinary team, the psychiatrist in conjunction with the team leader, has overall clinical responsibility for monitoring client treatment and staff delivery of clinical services. The psychiatrist provides psychiatric and medical assessment and treatment; clinical supervision, education, and training of the team; and development, maintenance, and supervision of medication and psychiatric and medical treatment policies and procedures.

Principal Duties and Responsibilities

Act as psychiatrist for all clients.

Conduct psychiatric assessments including psychiatric history, course of illness, response to treatment, mental status examination, and 5 Axis DSM IV diagnoses and present assessment results at daily team meetings and treatment planning meetings.

Supervise the treatment team in the comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, and diagnosis; physical and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition, money management); and family structure and relationships.

Collaborate with the registered nurses in assessment of client physical health, making appropriate referrals to community physicians for further assessment and treatment, and coordinating medical treatments with psychiatric treatment.

Prescribe psychotropic medications and conduct regular assessments of therapeutic responses and side effects and educate clients regarding psychotropic medications.

Perform individual, group, and family supportive therapy and psychotherapy and illness education in the process of carrying out the tasks above.

With other team members, provide support, education, and counseling to family members of clients to help them become knowledgeable about mental illness, collaborate in the treatment process, and assist in their family member's progress.

Provide on-site crisis assessment and management of patients during regular work hours, both on-site and over the phone, during other hours, and as on-call backup to the first-line on-call staff.

Be actively involved in both acute and long-term psychiatric inpatient treatment of clients including initiation and facilitation of admission to the hospital; regular communication and consultation with the attending psychiatrist; frequent visits to clients in the hospital; and along with other team members, collaboration with the inpatient staff in the planning and implementation of treatment and discharge to the community.

Submit written reports and oral testimony and presentation of opinion in commitment and other legal proceedings and in a wide range of treatment, rehabilitative, and support services matters (e.g., Social Security applications, prior authorization of medication, etc.).

Regularly attend daily organizational staff meetings at least once per week to assess patient status and progress, to coordinate treatment activities, and to develop treatment solutions to problems other staff are having.

Participate in and supervise treatment planning meetings.

Assist the team leader in the administration of the clinical program and the clinical supervision of individual team members, providing information and opinion regarding the performance of individual staff in order to assist in employee performance reviews.

Train staff in the knowledge and skills basic to the treatment of severe and persistent mental illnesses.

Direct and collaborate with the registered nurses to develop, revise, maintain, and supervise team psychopharmacologic and medical treatment and medication policies and procedures.

Education, Experience, and Knowledge Required

The psychiatrist is board certified or board eligible in psychiatry and licensed to practice medicine in the state in which the program is operating and has strong clinical skills and experience providing treatment to persons with severe and persistent mental illnesses. Clinical supervisory experience is desirable. The person in this position must have a clear understanding of the characteristics and problems of adults with severe mental illnesses and be knowledgeable about the ACT model.

Job Title: Psychiatric Nurse

Summary

This member of the ACT multidisciplinary team is responsible for conducting psychiatric assessments; assessing physical health needs; making appropriate referrals to community physicians; providing management and administration of medication in conjunction with the psychiatrist; providing of a range of treatment, rehabilitation, and support services; and sharing shift-management responsibility with other staff.

Principal Duties and Responsibilities

Provide service coordination (case management) for an assigned group of clients including coordinating and monitoring the activities of the individual treatment team (ITT); assume primary responsibility for developing, writing, implementing, evaluating, and revising overall treatment goals and plans in collaboration with the client and the ITT, providing individual supportive therapy and symptom management, ensuring immediate changes are made in the treatment plans as clients' needs change, educating and supporting clients' families, and advocating for clients' rights and preferences.

Participate in and conduct parts of the client-centered comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, and diagnosis; physical health and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition, money management); and family structure and relationships.

Consult with community agencies and families to maintain coordination in the treatment process.

Perform shift management in coordination with other ACT shift managers according to established policies and procedures.

Provide on-call crisis intervention covering nighttime hours and serve as a backup to evening and weekend staff.

Document client progress to maintain a permanent record of client activity according to established methods and procedures.

Participate in daily staff organizational meetings and treatment planning review meetings.

Take the lead role or participate in providing medication administration and medical services.

Under the direction of the team psychiatrist and in collaboration with other registered nurses on the team, develop, revise, maintain, and supervise team psychopharmacologic and medical treatment and medication policies and procedures including transcribing, administering, evaluating, and recording psychotropic medications prescribed by the team psychiatrist; evaluate and chart psychotropic medication effectiveness, complications, and side effects; and arrange for required lab work according to protocol.

Under the direction of the team psychiatrist and in collaboration with other registered nurses on the team, organize and manage the system of getting medication to clients and integrating medication administration tightly into clients' individual treatment plans.

Under the direction of the team psychiatrist and in collaboration with other registered nurses on the team, manage pharmaceuticals and medical supplies.

In collaboration with the team psychiatrist, coordinate, schedule, and administer medical assessments of client physical health, making appropriate referrals to community physicians for further assessment and treatment, and coordinate psychiatric treatment with medical treatment.

Participate in treatment, rehabilitation, and support services.

Psychiatric Treatment and and Dual Diagnosis Substance Abuse Services

Provide ongoing assessment of clients' mental illness symptoms and clients' response to treatment. Make appropriate changes in treatment plans to ensure immediate and appropriate interventions are provided in response to changes in mental status or behavior which put clients at risk (e.g., suicidality).

Provide symptom education to enable clients to identify their mental illness symptoms.

Provide direct clinical services to clients on an individual, group, and family basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage symptoms not reduced by medication and to promote personal growth and development by assisting clients to adapt to and cope with internal and external stresses.

Provide individual and group treatment in the office and in community settings in a stage-based treatment model that is non-confrontational, considers interactions of mental illness and substance abuse, and has client-determined goals.

Coordinate with outside inpatient services to detoxify clients and establish linkage to self-help programs (e.g., Alcoholics Anonymous, Narcotics Anonymous), outpatient services, and residential facilities.

Participate in providing rehabilitation services.

Structuring Time and Employment

Provide individual vocational-supportive counseling to enable clients to identify vocational strengths and problems, establish vocational or career goals and plans to reach them, and recognize and target symptoms of mental illness that interfere with work.

Plan and provide work-related supportive services, such as assistance with grooming and personal hygiene, securing of appropriate clothing, wake-up calls, and transportation.

Teach job-seeking skills.

Develop individualized jobs based on clients' needs, abilities, and interests.

Conduct on-the-job performance assessments and evaluations, regular work review sessions with clients and their employers, on-the-job support, and crisis-assistance contacts.

Perform job coaching, problem solving, and support on and off the job site.

Coordinate with state vocational rehabilitation and other employment services.

Provide benefits counseling (e.g., Supplemental Security Income [SSI], veterans' benefits).

Activities of Daily Living Services

Provide ongoing assessment, problem solving, side-by-side services, skill training, supervision (e.g., prompts, assignments, monitoring, encouragement), and environmental adaptations to assist clients with activities of daily living.

Assist clients to find and maintain a safe and affordable place to live — apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (e.g., telephone, furnishings, linens).

Assist and support clients to carry out personal hygiene and grooming tasks.

Provide nutrition education and assistance with meal planning, grocery shopping, and food preparation.

Assist and support clients to perform household activities, including house cleaning and laundry.

Ensure that clients have adequate financial support (e.g., help to gain employment or apply for entitlements).

Teach money-management skills (e.g., budgeting and bill paying) and assist clients in accessing financial services (e.g., professional financial counseling, emergency loan sources).

Help clients to access reliable transportation (e.g., obtain a driver's license and car, arrange for cabs, access bus line, find rides).

Assist and support clients to have and effectively use a personal primary care physician, dentist, and other medical specialists as required.

Social and Interpersonal Relationships and Leisure Time

Provide individual supportive therapy (e.g., problem solving, role-playing, modeling and support), social-skill development, and assertiveness training to increase client social and interpersonal activities in community settings.

Plan, structure, and prompt social and leisure-time activities on evenings, weekends and holidays.

Provide side-by-side support and coaching to help clients socialize (e.g., going with a client to a basketball game, coaching and supporting a client before he or she goes to a family reunion).

Organize and lead individual and group social and recreational activities to structure clients' time, increase social experiences, and provide opportunities to practice social skills and receive feedback and support.

Support

Provide practical help and supports, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance, training, and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (e.g., SSI, Social Security Disability Insurance [SSDI] and veterans' benefits) or housing subsidies (e.g., HUD Section 8); supported housing (e.g., adult foster care; paid roommates, meals brought in for those who need it); money-management services (e.g., payeeships); and transportation.

Education, Experience, and Knowledge Required

The psychiatric nurse may have a master's, bachelor's or associate degree in nursing, must be licensed as a registered nurse, and should have at least one year of work experience in an inpatient or outpatient psychiatric setting. Must have a strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. Must have a valid driver's license for the state in which the program operates.

Job Title: Mental Health Professional

Summary

This member of the ACT multidisciplinary team has training in one of the mental health professions (e.g., nursing, social work, rehabilitation counseling, or psychology) and clinical skill and experience to assess, plan, develop, coordinate, and provide treatment, rehabilitation, and support services to program clients with severe and persistent mental illnesses under the clinical supervision of the team leader and the psychiatrist. Functions as a clinical member of the multidisciplinary team and provides treatment, rehabilitation, and support services or may be designated by the team leader to function as the lead mental health professional, lead registered nurse, a team vocational specialist, or substance use specialist.

Principal Duties and Responsibilities

Provide service coordination (case management) for an assigned group of clients including coordinating and monitoring the activities of the individual treatment team; assume primary responsibility for developing, writing, implementing, evaluating and revising overall treatment goals and plans in collaboration with the client and the ITT; provide individual supportive therapy, psychotherapy, and symptom management, ensuring immediate changes are made in the treatment plans as clients' needs change; educate and support clients' families, and advocate for clients' rights and preferences.

Conduct comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, and diagnosis; physical health and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition, money management); and family structure and relationships.

Acts as liaison and consult with community agencies and families to maintain coordination in the treatment process.

Perform shift management in coordination with other ACT shift managers according to established policies and procedures.

Provide on-call crisis intervention covering nighttime hours and serve as a backup to evening and weekend staff.

Document client progress to maintain a permanent record of client activity according to established methods and procedures.

Provide treatment, rehabilitation, and support services, with some interventions directed or performed by staff with specialty training and skills (e.g., vocational specialists).

Take the lead role or participate in providing substance use and treatment services.

Psychiatric Treatment and Dual Diagnosis Substance Abuse Services

Provide ongoing assessment of clients' mental illness symptoms and clients' response to treatment. Make appropriate changes in treatment plans to ensure immediate and appropriate interventions are provided in response to changes in mental status or behavior which put clients at risk (e.g., suicidality).

Provide symptom education to enable clients to identify their mental illness symptoms.

Provide direct clinical services including individual supportive therapy and psychotherapy to clients on an individual, group, and family basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage symptoms not reduced with medication and to promote

personal growth and development by assisting clients to adapt to and cope with internal and external stresses.

Provide individual and group treatment in the office and in community settings in a stage-based treatment model that is non-confrontational, considers interactions of mental illness and substance abuse, and has client-determined goals.

Coordinate with outside inpatient services to detoxify clients and establish linkage to outpatient treatment, self-help programs (e.g., Alcoholics Anonymous, Narcotics Anonymous), outpatient services, and residential facilities.

Take a lead role or participate in the provision of rehabilitation services.

Structuring Time and Employment

Provide individual vocational-supportive counseling to enable clients to identify vocational strengths and problems, establish vocational or career goals and plans to reach them, and recognize and target symptoms of mental illness that interfere with work.

Plan and provide work-related supportive services, such as assistance with grooming and personal hygiene, securing of appropriate clothing, wake-up calls, and transportation.

Teach job-seeking skills.

Develop individualized jobs based on clients' needs, abilities, and interests.

Conduct on-the-job performance assessments and evaluations, regular work review sessions with clients and their employers, on-the-job support, and crisis-assistance contacts.

Perform job coaching, problem solving, and support on and off the job site.

Coordinate with state vocational rehabilitation and other employment services.

Provide benefits counseling (e.g., Supplemental Security Income [SSI], veterans' benefits).

Activities of Daily Living Services

Provide ongoing assessment, problem solving, side-by-side services, skill training, supervision (e.g., prompts, assignments, monitoring, encouragement), and environmental adaptations to assist clients with activities of daily living.

Assist clients to find and maintain a safe and affordable place to live — apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (e.g., telephone, furnishings, linens).

Assist and support clients to carry out personal hygiene and grooming tasks.

Provide nutrition education and assistance with meal planning, grocery shopping, and food preparation.

Assist and support clients to perform household activities, including house cleaning and laundry.

Ensure that clients have adequate financial support (e.g., help to gain employment or apply for entitlements).

Teach money-management skills (e.g., budgeting and bill paying) and assist clients in accessing financial services (e.g., professional financial counseling, emergency loan sources).

Help clients to access reliable transportation (e.g., obtain a driver's license and car, arrange for cabs, access bus line, find rides).

Assist and support clients to have and effectively use a personal primary care physician, dentist, and other medical specialists as required.

Social and Interpersonal Relationships and Leisure Time

Provide individual supportive therapy (e.g., problem solving, role-playing, modeling and support), social-skill development, and assertiveness training to increase client social and interpersonal activities in community settings.

Plan, structure, and prompt social and leisure-time activities on evenings, weekends, and holidays.

Provide side-by-side support and coaching to help clients socialize (e.g., going with a client to a basketball game, coaching and supporting a client before he or she goes to a family reunion).

Organize and lead individual and group social and recreational activities to structure clients' time, increase social experiences, and provide opportunities to practice social skills and receive feedback and support.

Support

Provide practical help and supports, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance, training, and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (e.g., SSI, SSDI, and veterans' benefits) or housing subsidies (e.g., HUD Section 8); supported housing (e.g., adult foster care, paid roommates, meals brought in for those who need it); money-management services (e.g., payeeships); and transportation.

Education, Experience, and Knowledge Required

Post-secondary school education and training is required, including internships and other supervised practical experiences in a clinical or rehabilitation setting with persons with severe and persistent mental illnesses. Must be licensed or certified to work in the field, abide by a code of ethical and practice standards, and be committed to a process of lifetime knowledge and skills development. People with master's or doctoral degrees in nursing, social work, rehabilitation counseling, or psychology are eligible as are registered occupational therapists. Must have a strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. Must have a valid driver's license for the state in which the program operates.

Job Title: Peer Specialist

Summary

This member of the ACT multidisciplinary team has experience as a recipient of mental health services for severe and persistent mental illness and is willing to use and share his or her personal, practical experience, knowledge, and first-hand insight to benefit the team and its clients. The peer specialist functions as a fully integrated team member to provide expertise about the recovery process, symptom management, and the persistence required by clients to have a satisfying life. Collaborates to promote a team culture that recognizes, understands, and respects each client's point of view, experiences, and preferences. Responsible to maximize client choice, self-determination and decision-making in the planning, delivery, and evaluation of treatment, rehabilitation and support services. Provides peer counseling and consultation to individual clients, families, and team staff; acts as a liaison with community resources; carries out rehabilitation and support functions; and assists in treatment, substance abuse services, education, support and consultation to families, and crisis intervention under the clinical supervision of staff with professional degrees. When the peer specialist has appropriate professional credentials, he or she may perform professional duties and clinical supervision.

Principal Duties and Responsibilities

Provide peer counseling and support, drawing on common experiences as a peer, to validate clients' experiences and to provide guidance and encouragement to clients to take responsibility and actively participate in their own recovery.

Serve as a mentor to clients to promote hope and empowerment.

Act as an interpreter to help non-mental health consumer team members better understand and empathize with each client's unique and subjective experience and perceptions.

Provide expertise and consultation from a mental health consumer perspective to the entire team concerning clients' experiences on symptoms of mental illness, the effects and side-effects of medications, clients' responses to and opinions of treatment, and clients' experiences of recovery.

Collaborate with the team to promote a team culture in which each client's point of view, experiences, and preferences are recognized, understood, and respected, and in which client self-determination and decision-making in treatment planning are maximized and supported.

Help clients identify, understand, and combat stigma and discrimination associated with mental illness and develop strategies to reduce self-stigma.

Help other team members identify and understand culture-wide stigma and discrimination against people with mental illness and develop strategies to eliminate stigma within the team.

Collaborate with the team to ensure the protection of clients' rights in order to help clients to improve their knowledge of client rights and grievance or complaint procedures.

Collaborate with the team to help clients learn about pertinent grievance procedures and support clients with filing, mediating, and resolving complaints.

Increase awareness of and support client participation in consumer self-help programs and consumer advocacy organizations that promote recovery.

Serve as the liaison between the team and consumer-run programs such as self-help groups and drop-in centers.

Shared duties in the provision of treatment and substance abuse services.

Psychiatric Treatment and Dual Diagnosis Substance Abuse Services

Assist in the provision of ongoing assessment of clients' mental illness symptoms and clients' response to treatment. Suggest appropriate changes in treatment plans to ensure that immediate and appropriate interventions are provided in response to changes in clients' mental status or behavior which put clients at risk (e.g., suicidality)

Assist in the provision of direct clinical services to clients on an individual, group, and family basis in the office and in community settings to teach symptom-management techniques and promote personal growth and development by assisting clients to cope with internal and external stresses.

Assist in the provision of individual and group treatment in the office and in community settings in a stage-based treatment model that is non-confrontational, considers interactions of mental illness and substance abuse, and has client-determined goals.

Shared duties in the provision of rehabilitation services.

Structuring Time and Employment

Perform mentoring, problem solving, encouragement and support on and off the job site.

Provide work-related supportive services, such as assistance securing necessary clothing and grooming supplies, wake-up calls, transportation.

Activities of Daily Living Services

Provide ongoing assessment, problem solving, side-by-side services, skill teaching, support (prompts, assignments, encouragement), and environmental adaptations to assist clients with activities of daily living.

Assist clients to find and maintain a safe and affordable place to live, apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (telephone, furniture, utility hook-up).

Assist and support clients to organize and perform household activities, including house cleaning and laundry.

Assist and support clients with personal hygiene and grooming tasks.

Provide nutrition education and assistance with meal planning, grocery shopping, and food preparation.

Ensure that clients have adequate financial support (help to gain employment and apply for entitlements).

Teach money-management skills (budgeting and paying bills) and assist clients in accessing financial services (e.g., professional financial counseling, emergency loan services).

Help clients to access reliable transportation (obtain a driver's license and car and car insurance, arrange for cabs, use public transportation, find rides).

Assist and support clients to have and effectively use a personal primary care physician, dentist, and other medical specialists as required.

Social and Interpersonal Relationships and Leisure Time

Provide side-by-side support, coaching and encouragement to help clients socialize (going with a client to community activities, including activities offered by consumer-run peer support organizations).

Assist clients to plan and carry out leisure time activities on evenings, weekends, and holidays.

Organize and lead individual and group social and recreational activities to help clients structure their time, increase social experiences, and provide opportunities to practice social skills.

Support

Provide practical help and supports, mentoring, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (SSI, SSDI, veterans' benefits); housing subsidies (HUD Section 8); money- management services (e.g., payee services); and transportation.

Education, Experience, and Knowledge Required

The peer specialist may have a college degree in a human services field, or in another area, have a high school diploma, or have at least two years of paid or volunteer work experience with adults with severe and persistent mental illnesses. Must have good oral and written communication skills. The peer specialist, who is or has been a recipient of mental health services for severe and persistent mental illness, should have self-knowledge to manage their mental illness and be well along in their recovery. Must have a strong commitment to the right and the ability of each person with a severe mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. It is essential the peer specialist have skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for clients' rights and personal preferences in treatment is essential. Typically, must have a valid driver's license for the state in which the program operates or effectively uses transportation to travel independently in the program's service area.

Job Title: Bachelor's-Level Mental Health Worker

Summary

This member of the multidisciplinary team has responsibility to carry out rehabilitation and support functions and assist in treatment; substance abuse services; education, support, and consultation to families; and crisis intervention under the clinical supervision of staff with professional degrees.

Principal Duties and Responsibilities

Provide service coordination (case management) for an assigned group of clients including coordinating and monitoring the activities of the individual treatment team; assume primary responsibility for developing, writing, implementing, evaluating, and revising overall treatment goals and plans in collaboration with the client and with the ITT; provide individual supportive therapy and symptom management; ensure immediate changes are made in treatment plans as clients' needs change; educate and support clients' families; and advocate for clients' rights and preferences.

Participate in client-centered comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, and diagnosis; physical health and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition, money management); and family structure and relationships.

Consult with community agencies and families to maintain coordination in the treatment process.

Perform shift management in coordination with other ACT shift managers according to established policy and procedures.

Provide on-call crisis intervention covering nighttime hours and serve as a backup to evening and weekend staff.

Document client progress to maintain a permanent record of client activity according to established methods and procedures.

Participate in daily staff organizational meetings and treatment planning review meetings.

Participate in providing substance use and treatment services.

Psychiatric Treatment and Dual Diagnosis Substance Abuse Services

Assist in the provision of ongoing assessment of clients' mental illness symptoms and clients' response to treatment. Make appropriate changes in treatment plans to ensure immediate and appropriate interventions are provided in response to changes in mental status or behavior which put clients at risk (e.g., suicidality).

Assist in the provision of symptom education to enable clients to identify their mental illness symptoms.

Assist in the provision of direct clinical services to clients on an individual, group, and family basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage symptoms not reduced by medication and to promote personal growth and development by assisting clients to adapt to and cope with internal and external stresses.

Assist in the provision of individual and group treatment in the office and in community settings in a stage-based treatment model that is non-confrontational, considers interactions of mental illness and substance abuse, and has client-determined goals.

Coordinate with outside inpatient services to detoxify clients and establish linkage to self-help programs (e.g., Alcoholics Anonymous, Narcotics Anonymous), and residential facilities.

Participate in the provision of rehabilitation services.

Structuring Time and Employment

Provide individual vocational-supportive counseling to enable clients to identify vocational strengths and problems, establish vocational or career goals and plans to reach them, and recognize and target symptoms of mental illness that interfere with work.

Plan and provide work-related supportive services, such as assistance with grooming and personal hygiene, securing of appropriate clothing, wake-up calls, and transportation.

Teach job-seeking skills.

Develop individualized jobs based on clients' needs, abilities, and interests.

Conduct on-the-job performance assessments and evaluations, regular work review sessions with clients and their employers, on-the-job support, and crisis-assistance contacts.

Perform job coaching, problem solving, and support on and off the job site.

Coordinate with state vocational rehabilitation and other employment services.

Provide benefits counseling (e.g., SSI, veterans' benefits).

Activities of Daily Living Services

Provide ongoing assessment, problem solving, side-by-side services, skill training, supervision (e.g., prompts, assignments, monitoring, encouragement), and environmental adaptations to assist clients with activities of daily living.

Assist clients to find and maintain a safe and affordable place to live — apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (e.g., telephone, furnishings, linens).

Assist and support clients to carry out personal hygiene and grooming tasks.

Provide nutrition education and assistance with meal planning, grocery shopping, and food preparation.

Assist and support clients to perform household activities, including house cleaning and laundry.

Ensure clients have adequate financial support (e.g., help to gain employment or apply for entitlements).

Teach money-management skills (e.g., budgeting and bill paying) and assist clients in accessing financial services (e.g., professional financial counseling, emergency loan sources).

Help clients to access reliable transportation (e.g., obtain a driver's license and car, arrange for cabs, access bus line, find rides).

Assist and support clients to have and effectively use a personal primary care physician, dentist, and other medical specialists as required.

Social and Interpersonal Relationships and Leisure Time

Provide individual supportive therapy (e.g., problem solving, role-playing, modeling and support), social-skill development, and assertiveness training to increase client social and interpersonal activities in community settings.

Plan, structure, and prompt social and leisure-time activities on evenings, weekends and holidays.

Provide side-by-side support and coaching to help clients socialize (e.g., going with a client to a basketball game, coaching and supporting a client before he or she goes to a family reunion).

Organize and lead individual and group social and recreational activities to structure clients' time, increase social experiences, and provide opportunities to practice social skills and receive feedback and support.

Support

Provide practical help and supports, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance, training, and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (e.g. SSI, SSDI and veterans' benefits) or housing subsidies (e.g., HUD Section 8); supported housing (e.g., adult foster care, paid roommates, meals brought in for those who need it); money-management services (e.g. payeeships); and transportation.

Education, Experience, and Knowledge Required

A bachelor's degree in a behavioral science is required and work experience with adults with severe and persistent mental illnesses or with individuals with similar human-services needs. Must have a strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. Must have a valid driver's license for the state in which the program operates.

Job Title: Paraprofessional Mental Health Worker

Summary

This member of the multidisciplinary team has responsibility to carry out rehabilitation and support functions and assist in treatment; provides substance abuse services, education, support, and consultation to families; and provides crisis intervention under the clinical supervision of staff with professional degrees.

Principal Duties and Responsibilities

Be a member of the individual treatment team for an assigned number of clients.

Participate in the client-centered comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, and diagnosis; physical health and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition, money management); and family structure and relationships.

Consult with community agencies and families to maintain coordination in the treatment process.

Document client progress to maintain a permanent record of client activity according to established methods and procedures.

Participate in daily staff organizational meetings and treatment planning review meetings.

Participate in providing treatment and dual diagnosis services.

Psychiatric Treatment and Dual Diagnosis Substance Abuse Services

Assist in the provision of ongoing assessment of clients' mental illness symptoms and clients' response to treatment. Make appropriate changes in treatment plans to ensure immediate and appropriate interventions are provided in response to changes in mental status or behavior which put clients at risk (e.g., suicidality).

Assist in the provision of direct clinical services to clients on an individual, group, and family basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage symptoms not reduced by medication and to promote personal growth and development by assisting clients to adapt to and cope with internal and external stresses.

Assist in the provision of individual and group treatment in the office and in community settings in a stage-based treatment model that is non-confrontational, considers interactions of mental illness and substance abuse, and has client-determined goals.

Participate in the provision of rehabilitation services.

Structuring Time and Employment

Provide work-related supportive services, such as assistance with grooming and personal hygiene, securing of appropriate clothing, wake-up calls, transportation.

Perform job coaching, problem solving, and support on and off the job site.

Activities of Daily Living Services

Provide ongoing assessment, problem solving, side-by-side services, skill training, supervision (e.g. prompts, assignments, monitoring, encouragement), and environmental adaptations to assist clients with activities of daily living.

Assist clients to find and maintain a safe and affordable place to live — apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (e.g., telephone, furnishings, linens).

Assist and support clients to carry out personal hygiene and grooming tasks.

Provide nutrition education and assistance with meal planning, grocery shopping, and food preparation.

Assist and support clients to perform household activities, including house cleaning and laundry.

Ensure that clients have adequate financial support (e.g., help to gain employment or apply for entitlements).

Teach money-management skills (e.g., budgeting and bill paying) and assist clients in accessing financial services (e.g., professional financial counseling, emergency loan sources).

Help clients to access reliable transportation (e.g., obtain a driver's license and car, arrange for cabs, access bus line, find rides).

Assist and support clients to have and effectively use a personal primary care physician, dentist, and other medical specialists as required.

Social and Interpersonal Relationships and Leisure Time

Plan, structure, and prompt social and leisure-time activities on evenings, weekends, and holidays.

Provide side-by-side support and coaching to help clients socialize (e.g., going with a client to a basketball game, coaching and supporting a client before he or she goes to a family reunion).

Organize and lead individual and group social and recreational activities to structure clients' time, increase social experiences, and provide opportunities to practice social skills and receive feedback and support.

Support

Provide practical help and supports, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance, training, and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (e.g., SSI, SSDI and veterans' benefits) or housing subsidies (e.g., HUD Section 8); supported housing (e.g., adult foster care, paid roommates, meals brought in for those who need it); money-management services (e.g. payeeships); and transportation.

Education, Experience, and Knowledge Required

The paraprofessional mental health worker may have a bachelor's degree in a field other than behavioral sciences or have a high school degree, and has work experience with adults with severe and persistent mental illnesses or with individuals with similar human-services needs. May have related training (e.g., certified occupational therapy assistant, home health care aide) or work experience (e.g., teaching) and life experience. Must have a strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. Must have a valid driver's license for the state in which the program operates.

Job Title: Program Assistant

Summary

This support member to the ACT multidisciplinary team is responsible for organizing, coordinating and monitoring all nonclinical operations of ACT under the direction of the team leader; providing receptionist activities including triaging calls, coordinating communication between the team and clients, deescalating situations with clients who have increases of symptomatology, and assisting clients, their families and agencies to get answers to question; maintaining accounting and budget records for client and program expenditures; and operating and coordinating the management information system.

Principal Duties and Responsibilities

Prepare the monthly staff work schedule and recommend and revise policies and procedures pertaining to these schedules in accordance with labor contract agreements.

Maintain records of time staff worked and leave time.

Maintain and review with the team leader the unit budget for operation of the ACT facility and assure that all purchases of supplies and equipment remain within that budget.

Order and maintain unit supplies, equipment, and furniture; arrange for repair of office furniture and equipment; record mileage logged on program vehicles; and arrange for maintenance of program vehicles.

Assist nurses in ordering medication for clients from pharmacies according to state purchasing regulations.

Record admissions and discharges to provide a source of information for statistical reports.

Maintain ACT client charts according to the standards of the Joint Commission on Accreditation of Healthcare Organizations and other certifying bodies, including the following: set up charts for newly admitted clients; file materials in client charts and files to assure current, accurate information is available; and monitor ACT clinical charts in coordination with the team leader, to assure that they are being maintained in accordance with unit policies and procedures.

Inform and consult with ACT staff for the proper maintenance of ACT clinical charts and conduct in-service training for ACT staff regarding clinical charting requirements.

Update and maintain a policies and procedures manual to assure that current and accurate information is available to staff.

Type letters, memos, and reports using word-processing equipment.

Prepare letters to request medical records and client authorizations and maintain log of requests and records received.

Design and maintain forms to obtain and maintain insurance information regarding all ACT clients.

Collect necessary data and prepare reports.

Sort, route, and prioritize incoming mail with distribution to appropriate staff.

Greet people at ACT headquarters and answer telephone calls including performing the following: (1) triage and coordinate communication between the team and clients; (2) get answers to questions for clients, families, community resources, and agencies; (3) work with callers to relieve urgent situations or to temporarily manage them until other staff are available; (4) attend to symptomatic behavior (shouting and pacing) of clients who come into the ACT office for appointments with staff or of those who come in without a clear purpose (persons without something to do or who come in because of distress); and (5) decide when and how quickly to refer calls to other staff.

Assess and report clinical behaviors and information (such as poor self-care, medical problems, and increased overt symptoms such as agitation) that are out of the ordinary for that particular client.

Manage and operate a system to disperse money to clients according to individual client budgets in accordance with clients' treatment plan case managers.

Manage and maintain an account with a local bank for deposits and withdrawals of client budgets.

Communicate regularly with financial guardians and protective payees of clients to coordinate individual patient budgets between the ACT program and guardians or payees.

Manage and operate the system to document all cash transactions with receipts signed by clients upon receiving cash.

Manage and operate the system to receive money from guardians or payees, maintaining a record of receipt and the current balance for each client.

Communicate with landlords regarding client rental agreements and payment of rent.

Operate and coordinate the computer and management information systems for the program.

Education, Experience, and Knowledge Required

The program assistant may have education and experience in the field of human service (e.g., associate or bachelor's degree in human services or experience as an inpatient unit clerk or in a medical clinic), or office management or both. The person must have people and problem-solving skills to assist and support clients with severe and persistent mental illnesses and their families. In addition, the position requires solid organizational skill and ability to make contacts and establish relationships to get information necessary for the program to function within the larger system. Knowledge of computers and software; simplified bidding, contracting, billing, and accounting procedures; medical records management; and personnel policies and procedures is required. Must have a strong commitment to the right and ability of each person with a severe and persistent mental illness to live in normal community residences; work in market jobs; and have access to helpful, adequate, competent, and continuous supports and services. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. Must have a valid driver's license for the state in which the program operates.